Submitted by
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Health Insurance Marketplace for Michigan

Presentation to the Michigan House of Representatives Health Policy Committee and House Appropriations Subcommittee on Licensing and Regulatory Affairs

July 31, 2012

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Agenda

- Overview of the National Picture
- Options for Michigan
- Timeframe to Implement the MI Health Marketplace
- Cost Implications
- How MAXIMUS Can Help

Michigan Contract History

1997 Michigan ENROLLS (Enrollment Broker) contract

1998 MIChild Administrative Services (CHIP) contract

2000 DCH Beneficiary Helpline Add-on

2002 MIChild / Healthy Kids Interactive Internet Application
(added at no cost to the State of Michigan)

2006 Michigan Enrollment Broker Services Rebid contract

- Included mihealth Card Production

2007 Expand MIChild internet application functionality

- Added Plan First & MOMS
- Electronic signatures
- Enroll DCH-certified community agencies

2011 Michigan Enrollment Broker Services Rebid contract

- Online enrollments and mihealth card requests (2012)

Overview of the National Picture

States Procuring Full Service HIX (technology & services)

- Colorado
- Nevada
- DC
- Alabama
- Mississippi
- Hawaii

States Procuring Technology for HIX

- Oregon
- New York
- Washington
- California
- Maryland
- Massachusetts
- Minnesota
- Illinois

States Procuring Integrated Eligibility Systems (potential HIX)

- Georgia
- Tennessee
- Florida
- Virginia
- Rhode Island
- Kentucky
- Indiana
- Kansas
- Iowa
- Wyoming

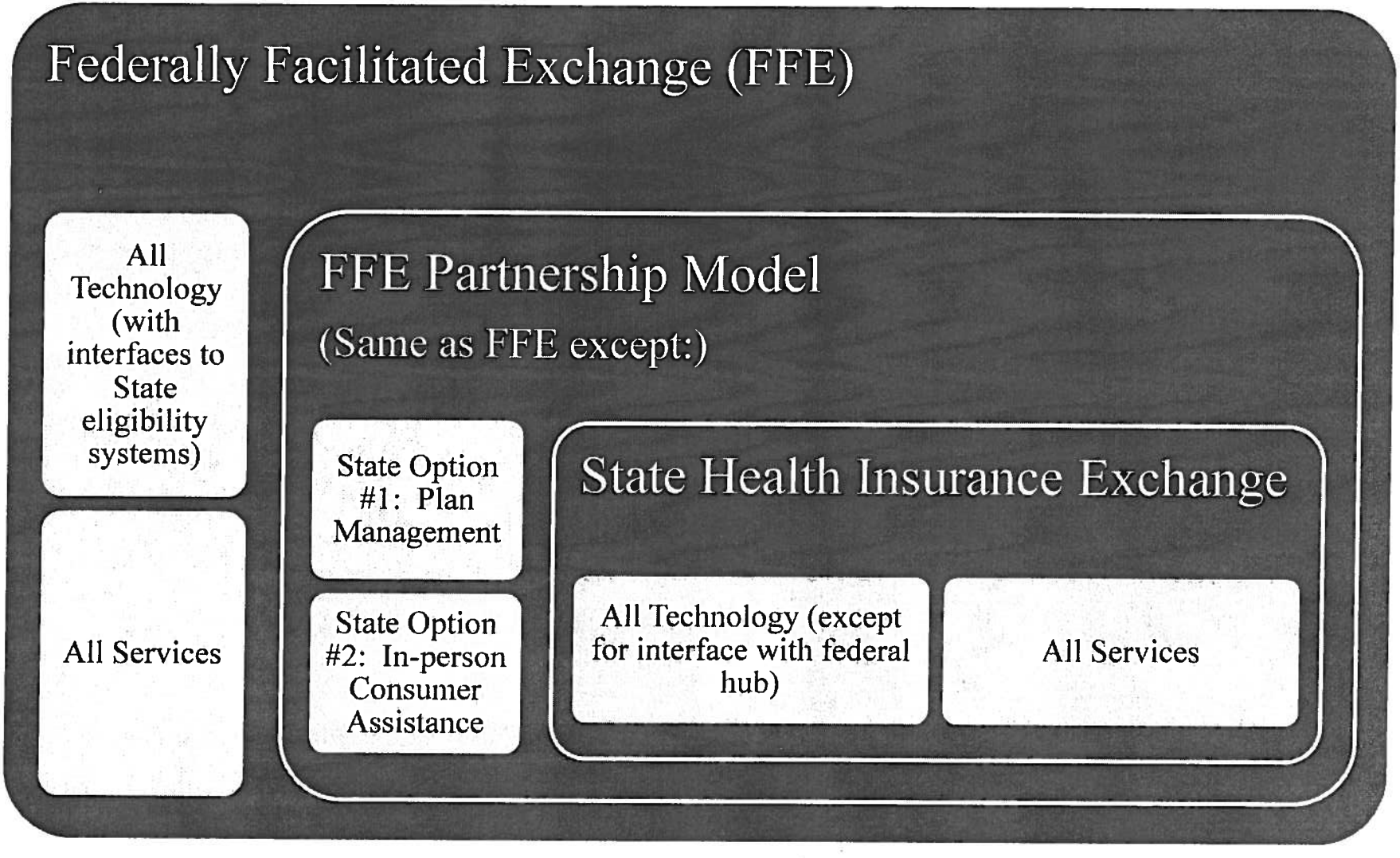
Federal Procurement for FFE

- Technology
- Federal Hub
- Procedures and TA
- Plan Management
- Broker Assistance
- Eligibility Support Services

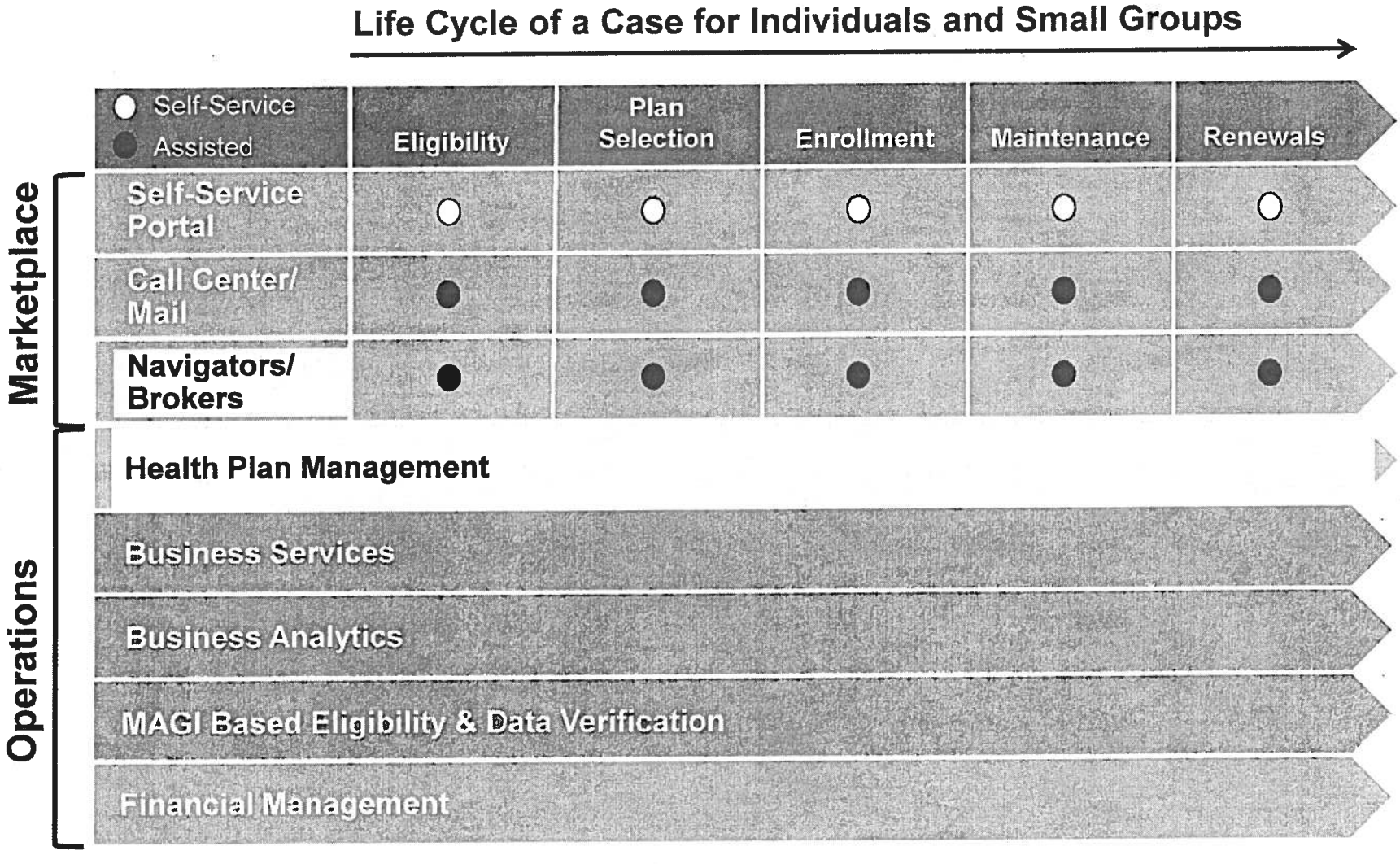
Already Procured

Procurement in Process

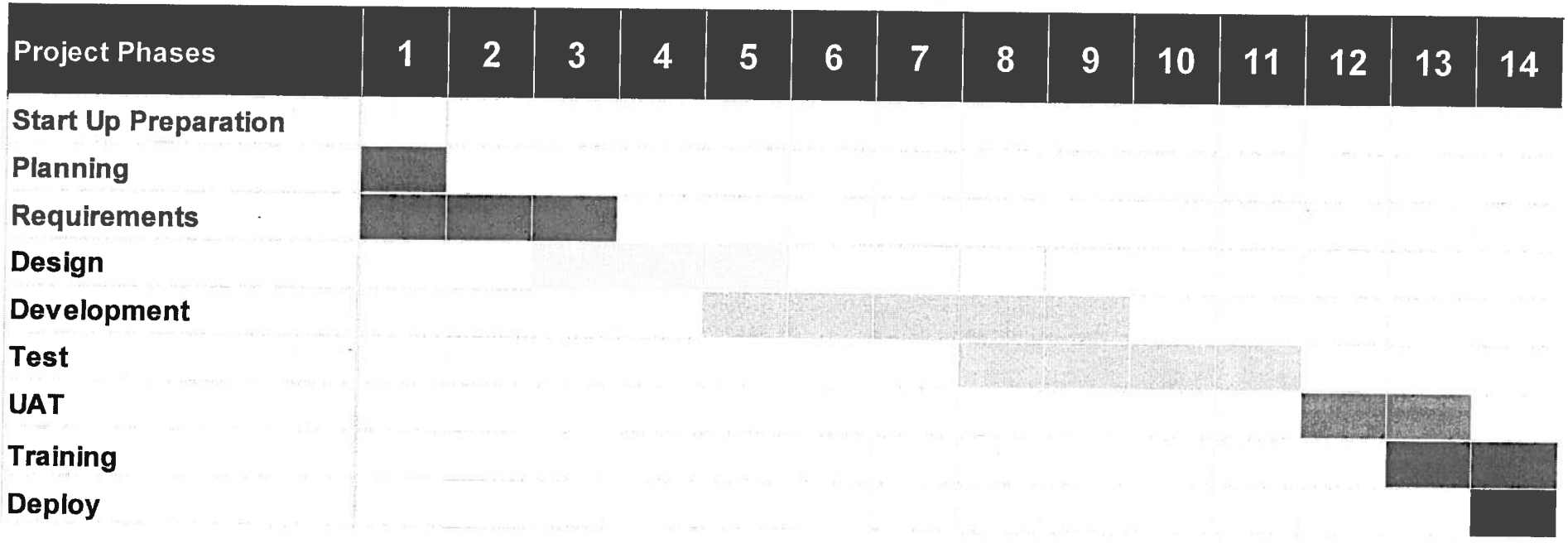
Options for Michigan



Health Insurance Marketplace Components



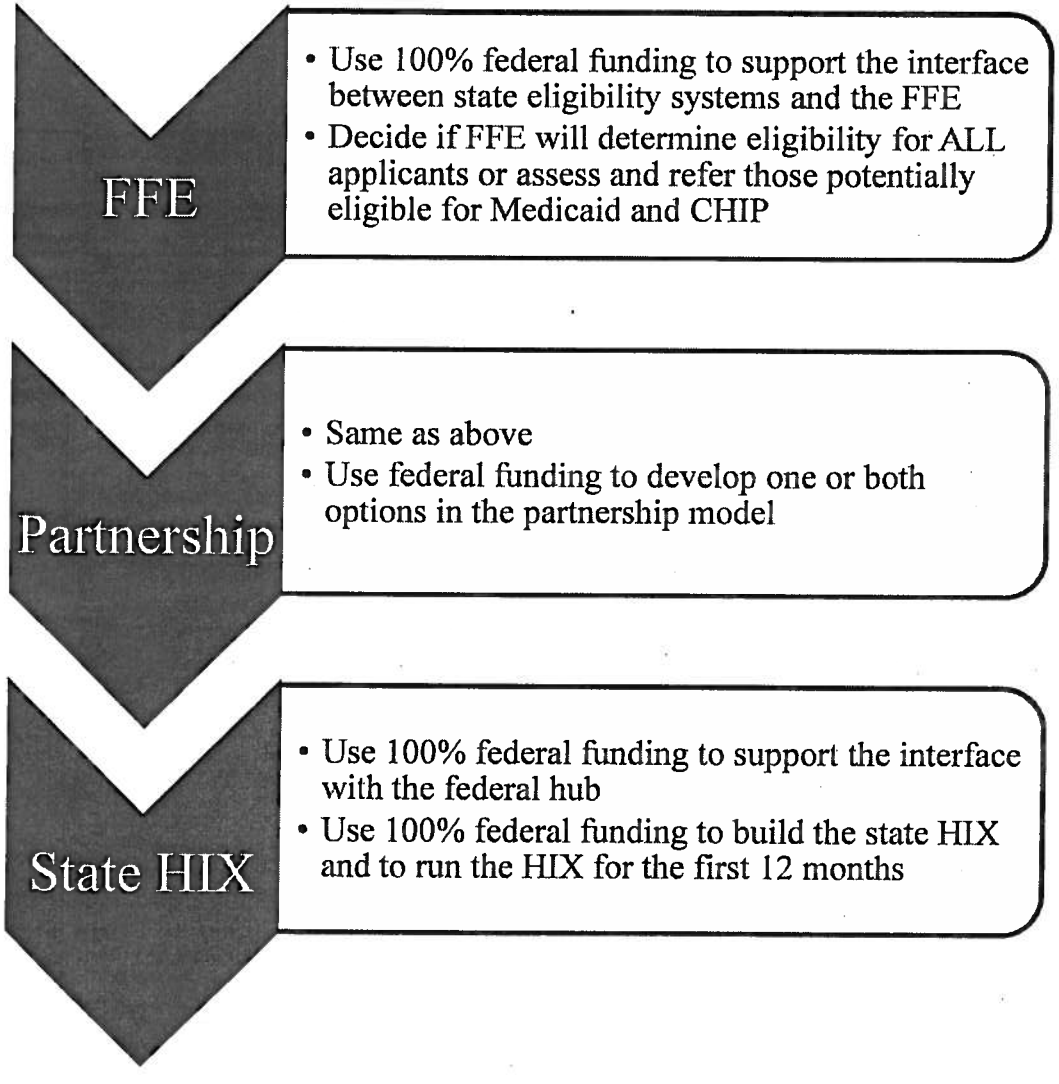
Sample Timeline for MI Health Marketplace by Oct 2013



Month 1 – August 2012

Month 14 – September 2013

Funding Implications of Each Option



Level One Establishment Funding

- Quarterly application opportunities thru11/3/14
- One year duration

Level Two Establishment Funding

- Quarterly application opportunities thru 11/3/14
- Three year duration

Cost Implications—Leveraging Existing Michigan Assets

Eligibility and Enrollment Portal Individual

- MIChild/Healthy Kids Portal
- Medicaid enrollment portal (September 2012)
- Bridges
- MiBridges

Financial Management

- MIChild/Medicaid premium processing

Plan Management

- MIChild plan selection
- Medicaid provider directory
- Medicaid quality ratings

Communications

- Medicaid and MIChild document generation
- MI ENROLLS and MIChild document processing (in and out)
- Mail house fulfillment
- DHS EDM Platform
- FileNet content repository

SHOP Portal

Appeals/Grievances / Complaints

- First step triage for Medicaid and MIChild
- Tracking in Siebel CRM

Customer Service

- Medicaid Helpline and Siebel CRM
- MIChild Call Center
- MI ENROLLS Call Center

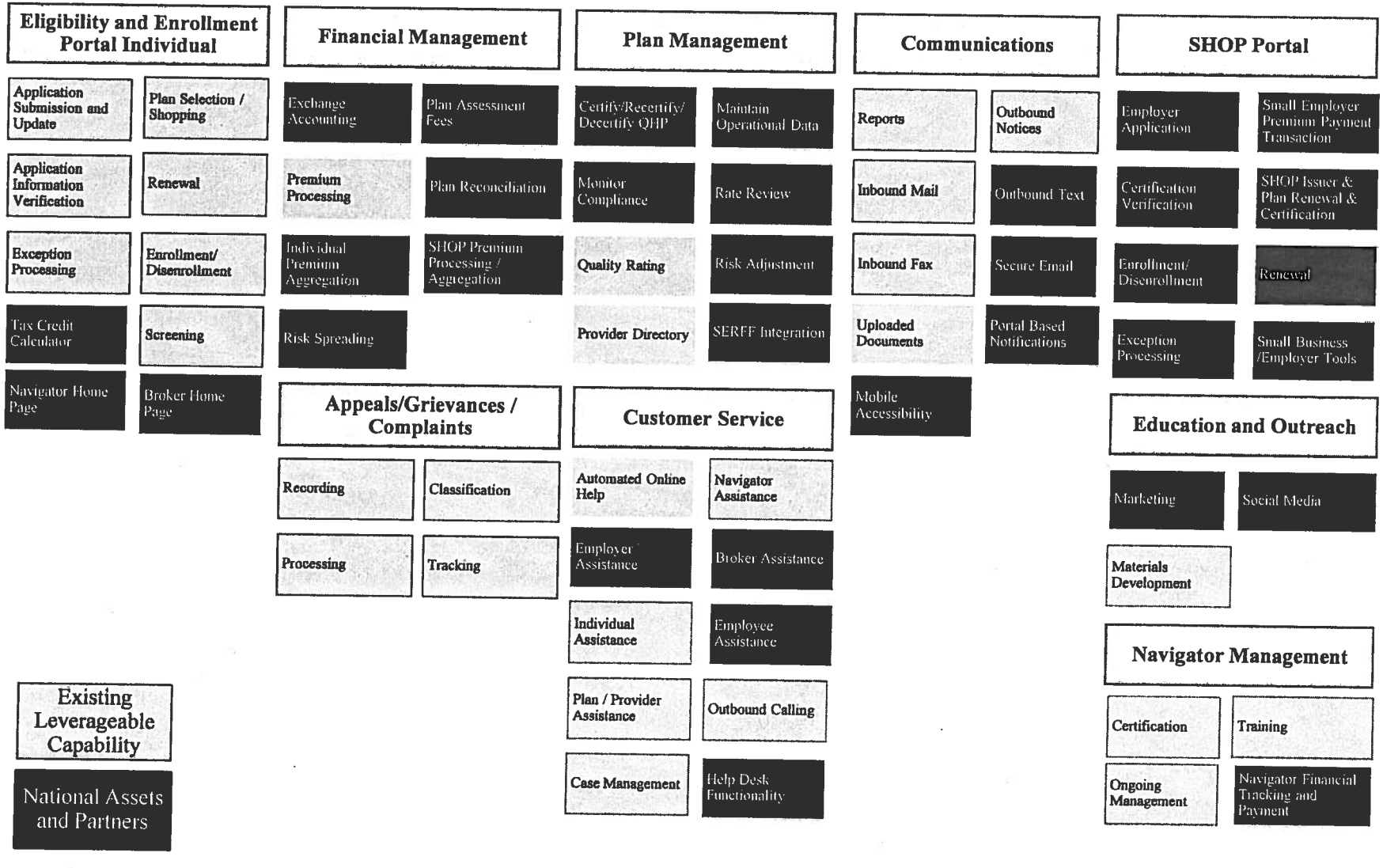
Education and Outreach

- Design, production and distribution of informational materials

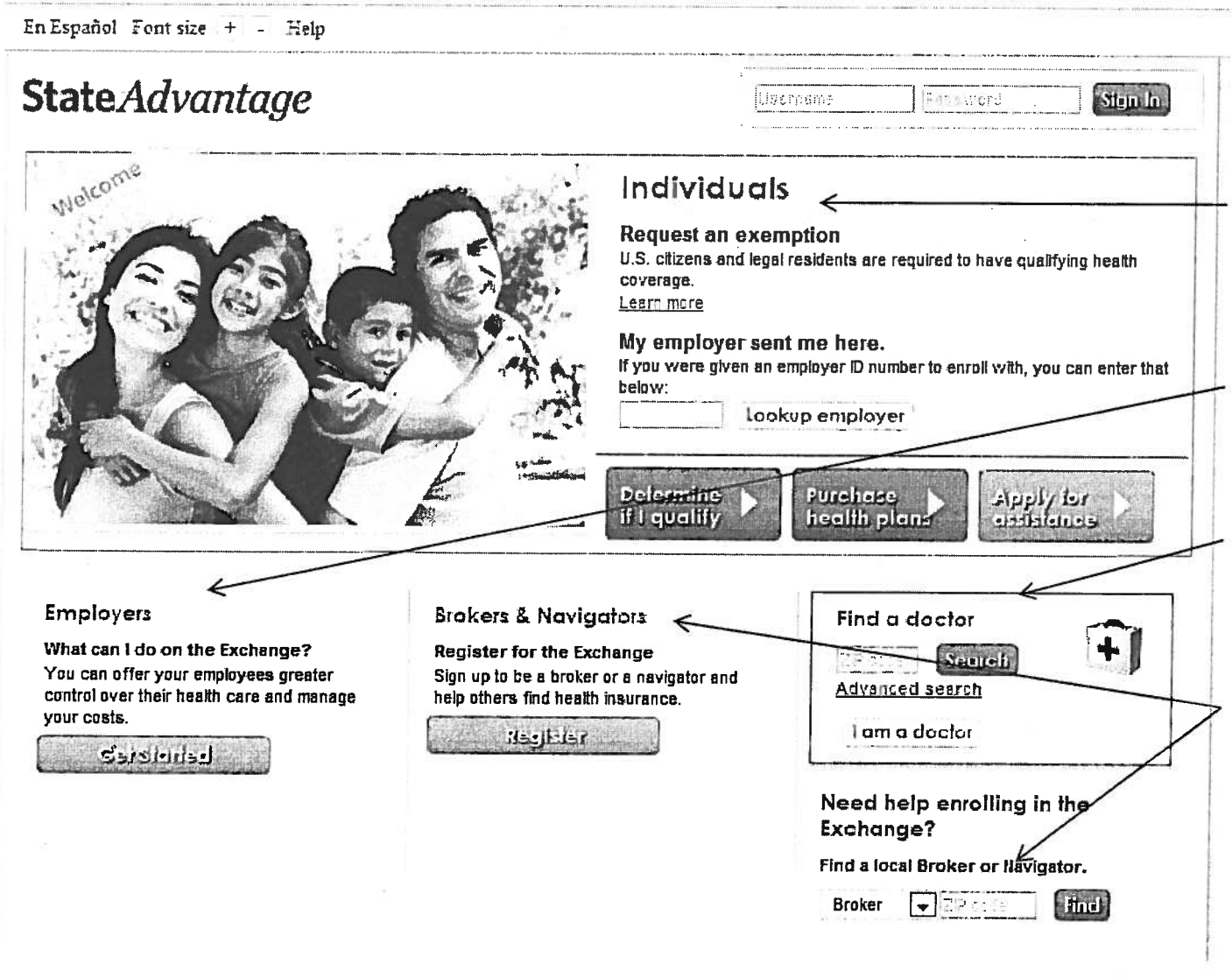
Navigator Management

- Contract with MCAAA
- Training and monitoring of Medicaid and CHIP outreach staff
- Training of application assisters

Filling Gaps in Marketplace Functionality



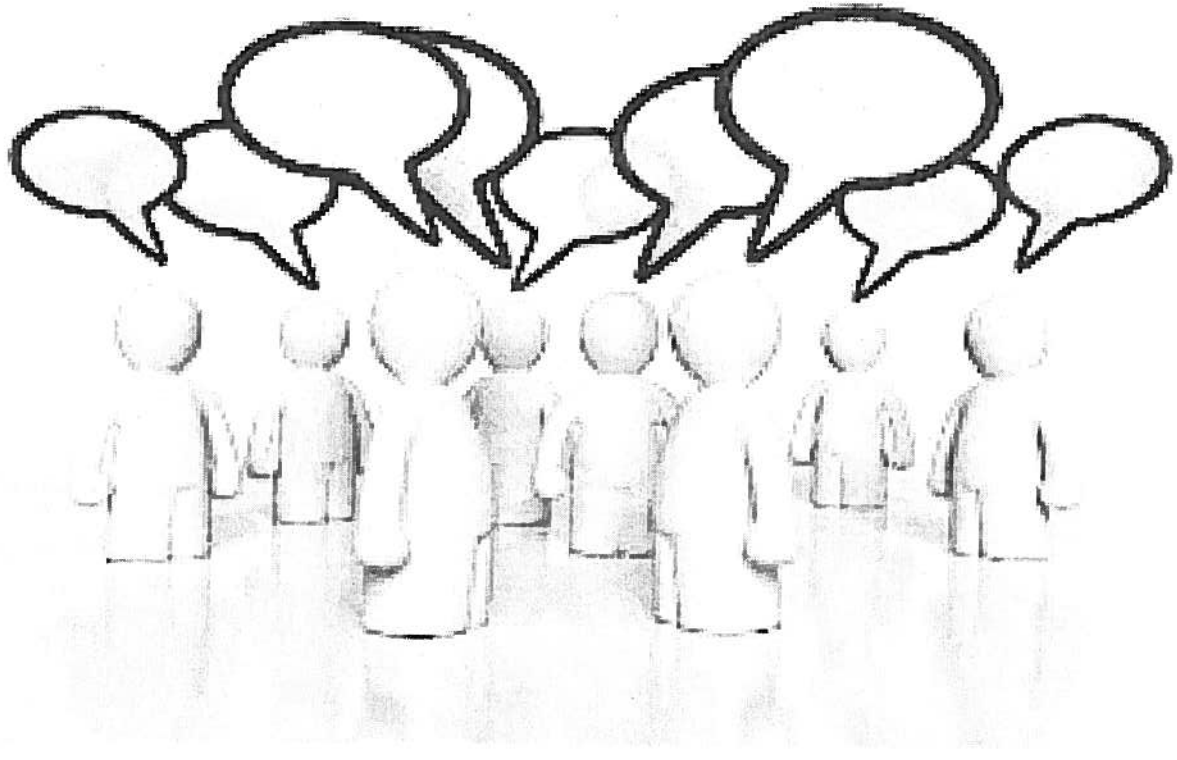
Self-Service "Travelocity" Experience: UX2014 Compliant



Individuals

Employers

Providers

Brokers/Navigators

Questions/Discussion